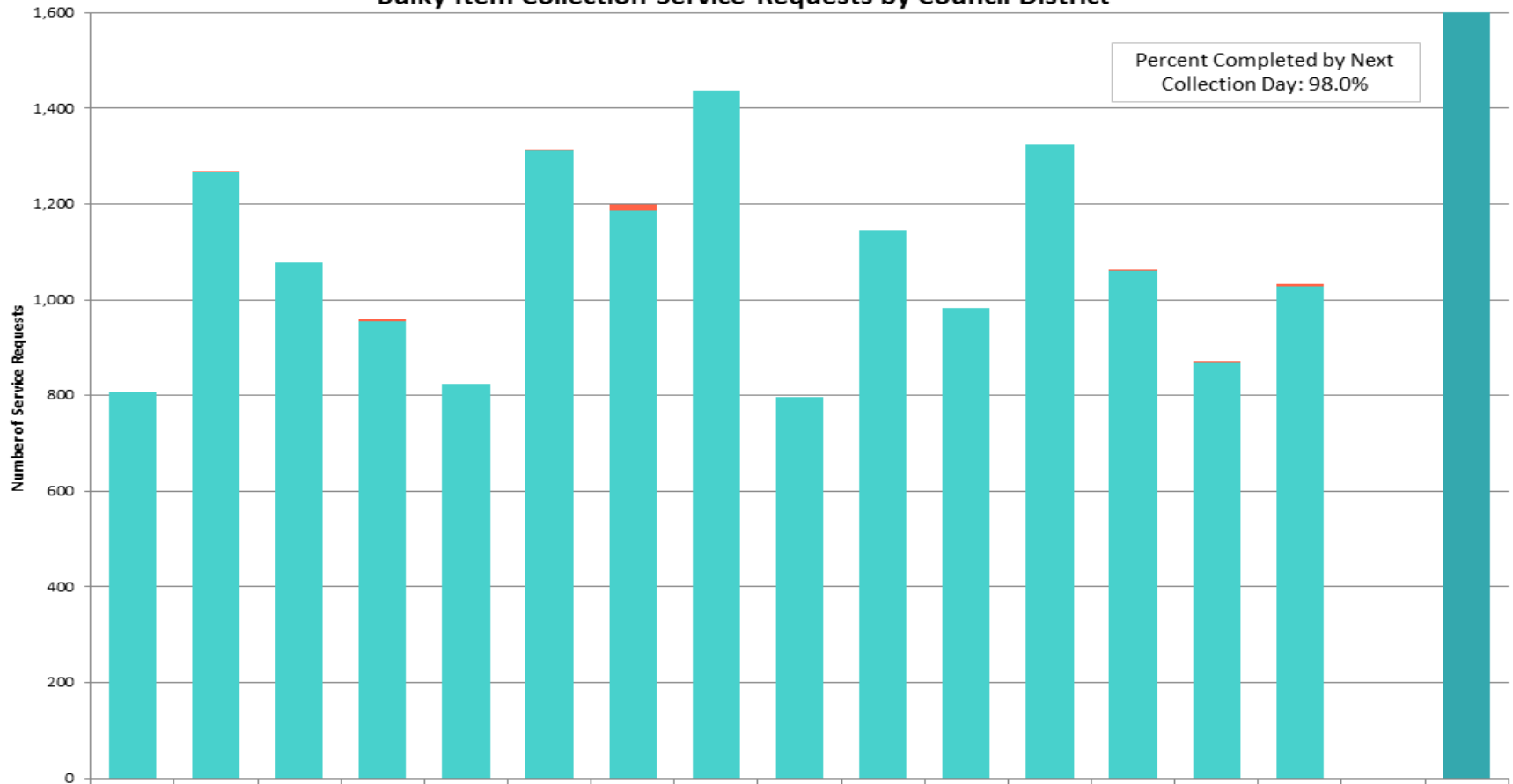
environment LA SANITATION CITY OF LOS ANGELES

Weekly Snapshot June 09, 2019 - June 15, 2019:
Bulky Item Collection Service Requests by Council District



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Grand Total	Daily Average
Total	807	1268	1077	960	825	1313	1198	1438	798	1147	982	1325	1063	871	1033	16105	3221
Pending/Open	0	1	0	4	0	2	11	0	0	0	0	0	2	1	5	26	5
Closed	807	1267	1077	956	825	1311	1187	1438	798	1147	982	1325	1061	870	1028	16079	3216

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Bulky Item Collection Service Requests by Council District
May 2019 - Updated Monthly

	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Grand Total	Daily Average
Total	3,016	4,763	4,451	4,316	3,992	5,469	4,735	5,548	3,840	5,160	3,214	4,818	4,975	3,344	4,482	66,123	3,306
Pending/Open	5	0	0	0	0	5	2	0	0	0	0	0	2	2	2	18	1
Closed	3,011	4,763	4,451	4,316	3,992	5,464	4,733	5,548	3,840	5,160	3,214	4,818	4,973	3,342	4,480	66,105	3,305

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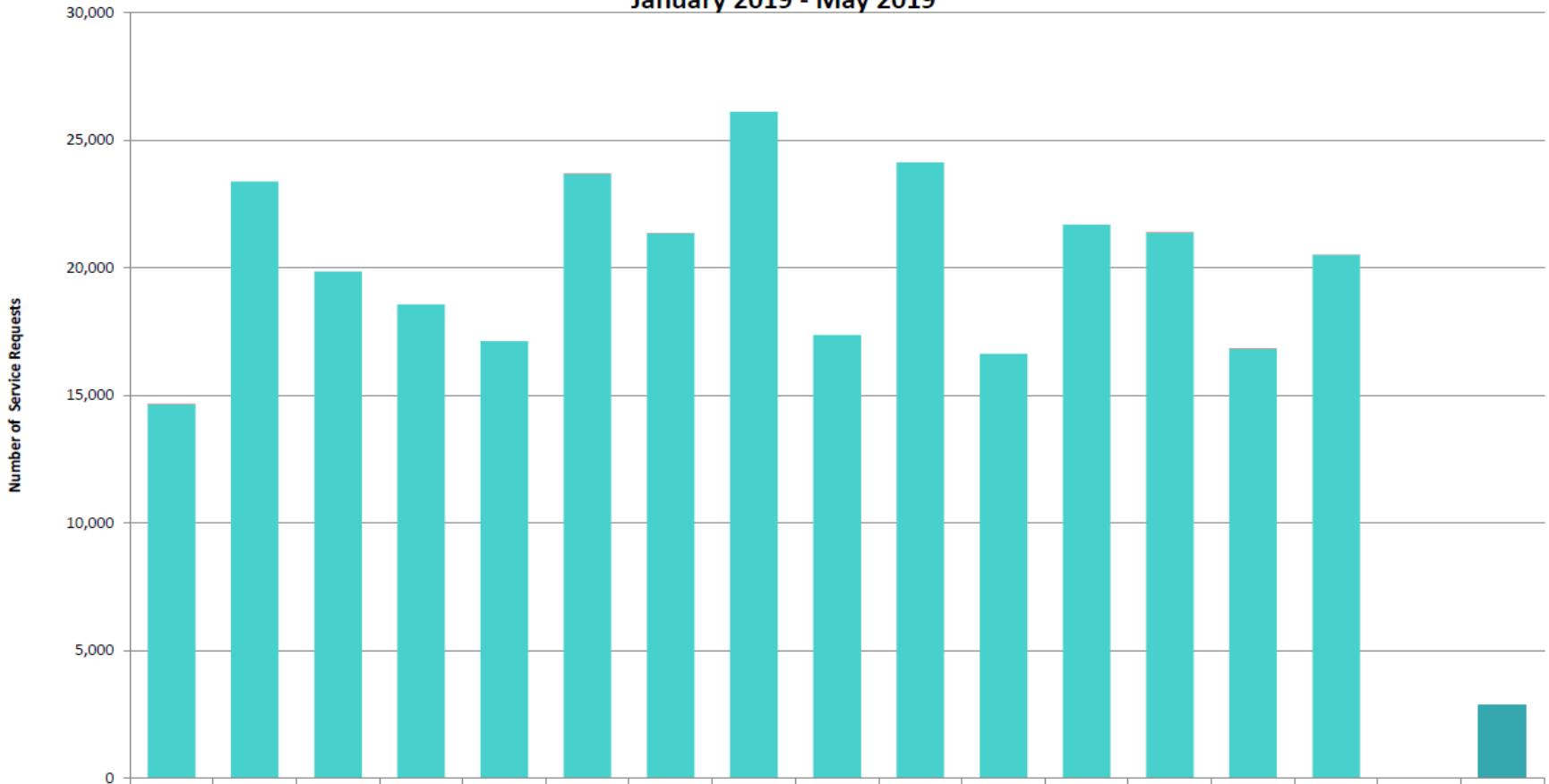
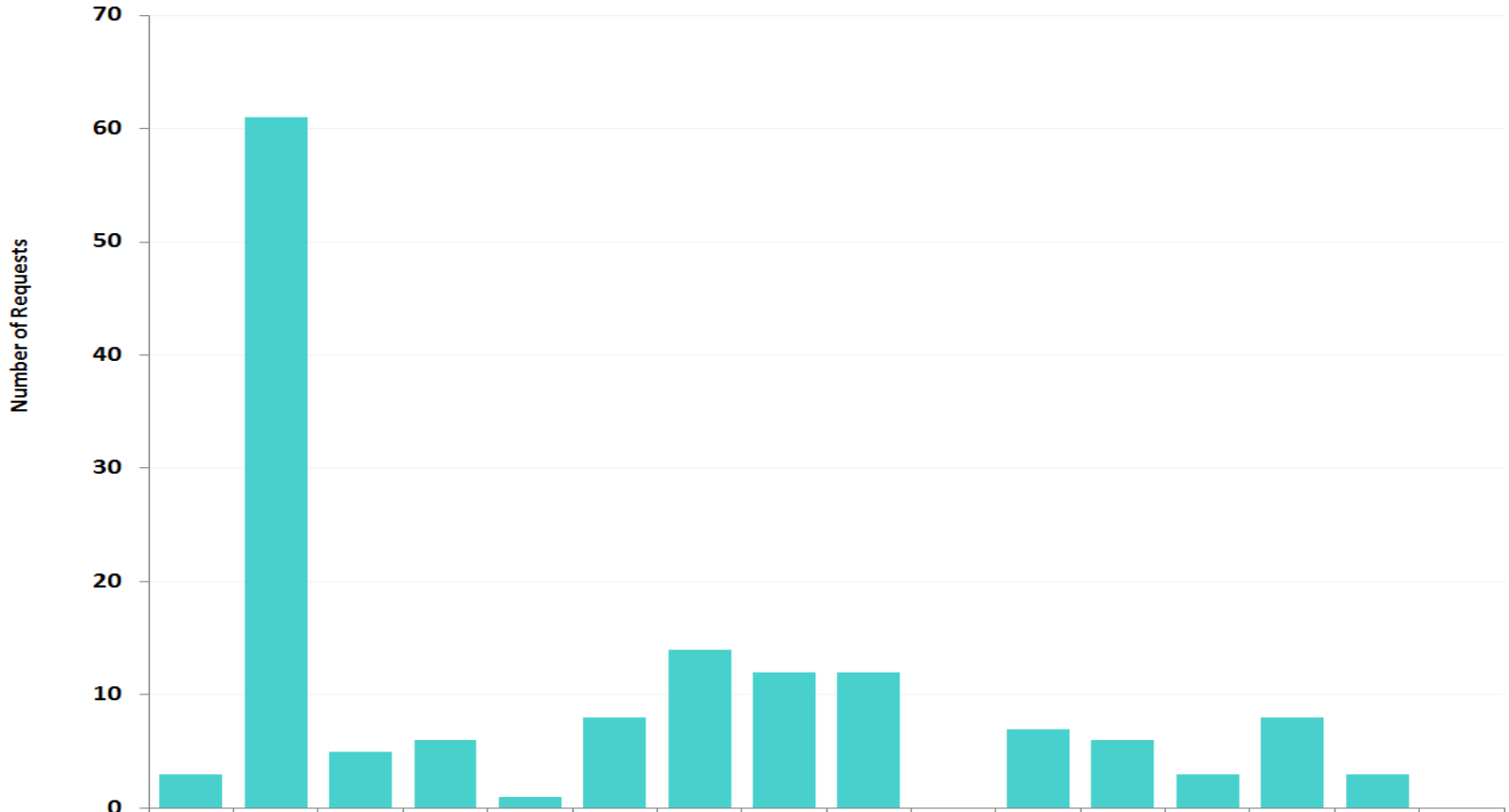
Bulky Item Collection Service Requests by Council District
January 2019 - May 2019



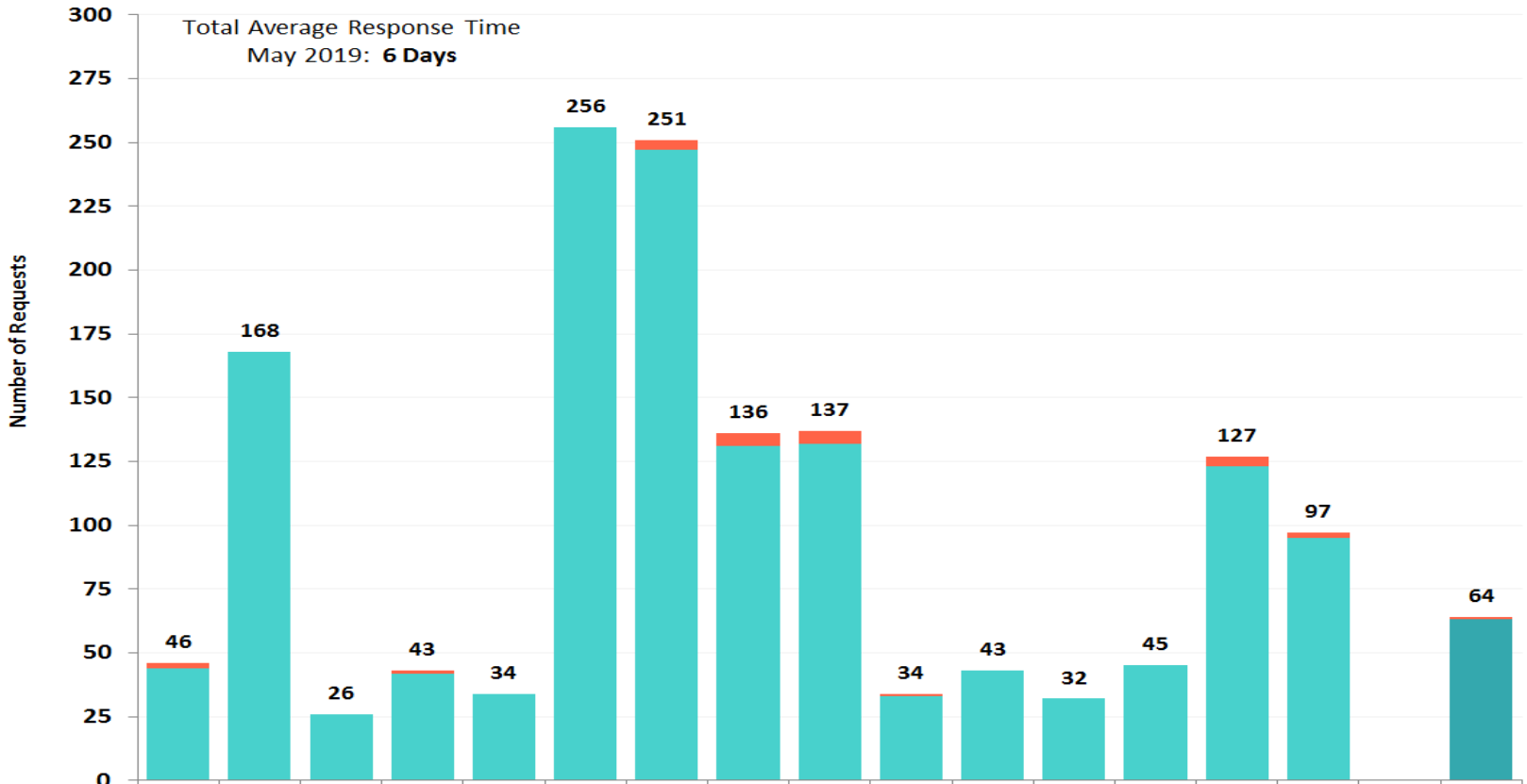
	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Grand Total	Daily Average
Total	14,661	23,378	19,851	18,558	17,127	23,694	21,363	26,099	17,368	24,134	16,624	21,689	21,388	16,845	20,513	303,292	2,861
Pending/Open	5	0	0	0	0	5	2	0	0	0	0	0	2	2	2	18	
Closed	14,656	23,378	19,851	18,558	17,127	23,689	21,361	26,099	17,368	24,134	16,624	21,689	21,386	16,843	20,511	303,274	2,861

Weekly Snapshot 06/14/19: June CSLA Open/Pending Illegal Dumping Service Requests by Council District



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Total
Illegal Dumping	3	61	5	6	1	8	14	12	12	0	7	6	3	8	3	149

MYLA311: Clean Streets LA Illegal Dumping Service Requests by Council District May 2019



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Total	Daily Average
Pending	2	0	0	1	0	0	4	5	5	1	0	0	0	4	2	24	1
Closed	44	168	26	42	34	256	247	131	132	33	43	32	45	123	95	1,451	63
Total	46	168	26	43	34	256	251	136	137	34	43	32	45	127	97	1,475	64

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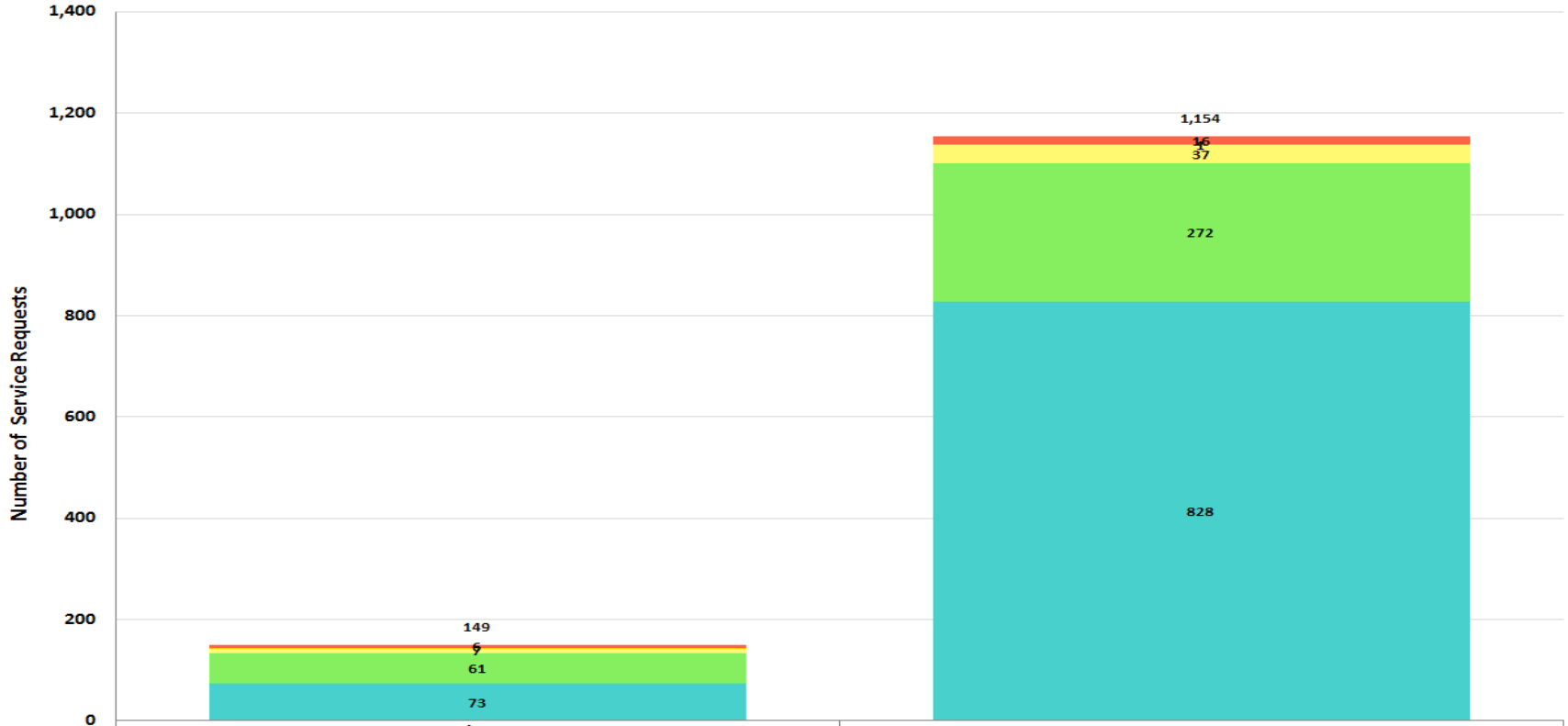
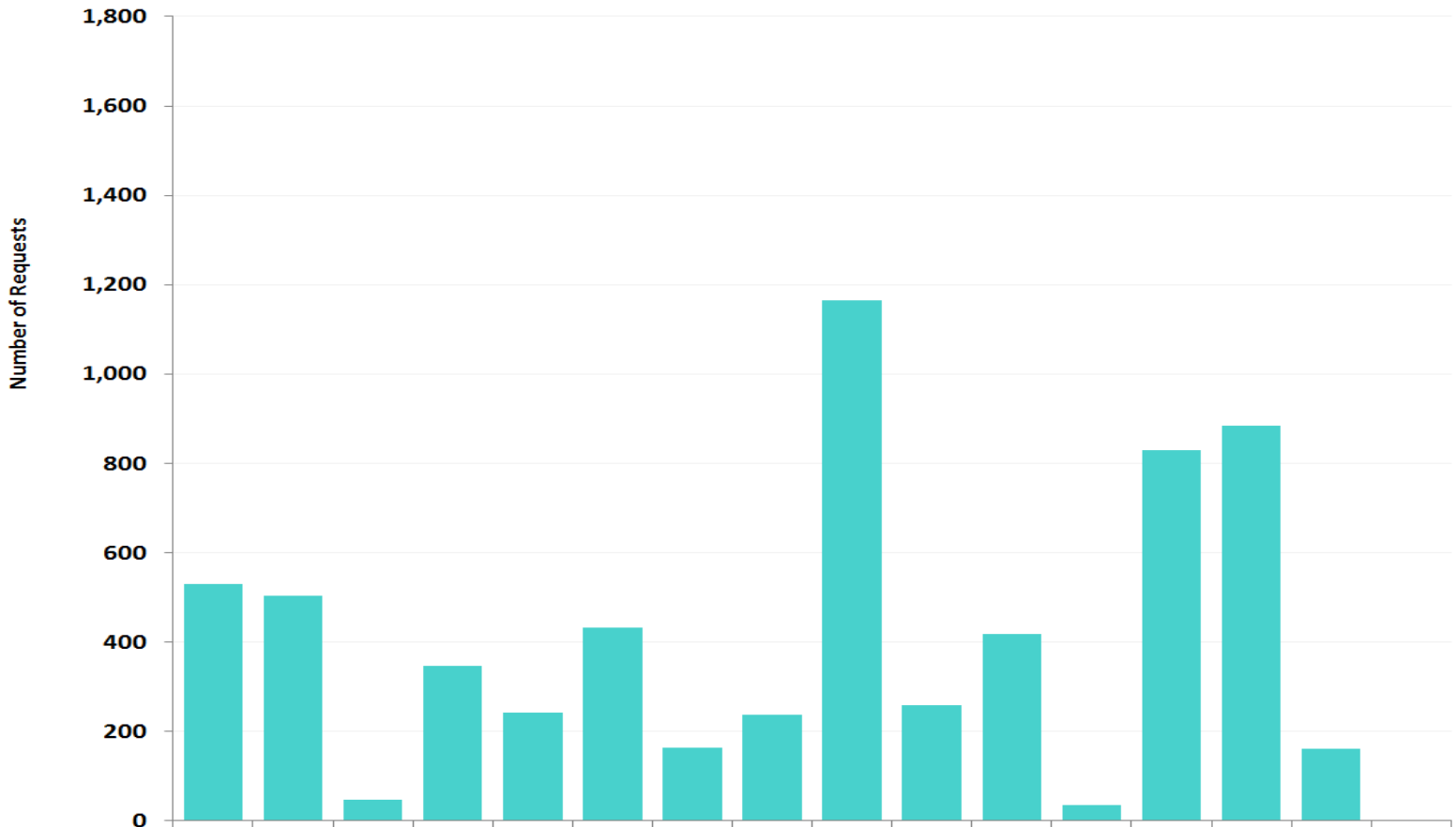
Weekly Snapshot 06/14/19: June CSLA Illegal Dumping Service Request Ages Based on Ticket Creation Date



	Open/Pending	Closed in current month
22+ Days	6	16
17-21 Days	2	1
11-16 Days	7	37
6-10 Days	61	272
1-5 Days	73	828
Total	149	1,154

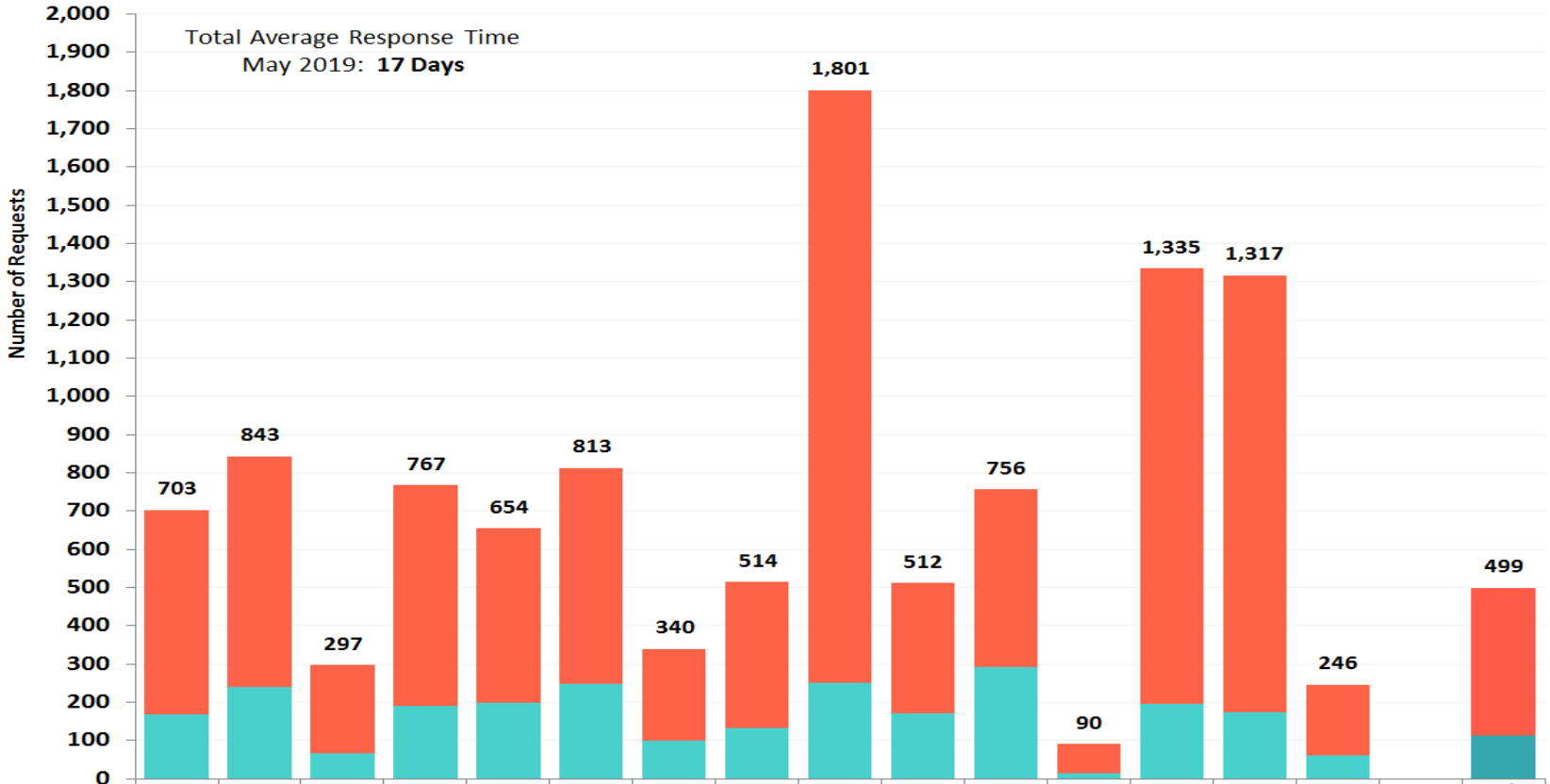
Weekly Snapshot 06/14/19: June CSLA Open/Pending Homeless Encampment Service Requests by Council District



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD10	CD11	CD12	CD13	CD14	CD15	Total
Homeless Encampments	529	503	46	347	242	433	164	238	1,166	259	417	35	830	885	162	6,256

environment LA SANITATION CITY OF LOS ANGELES

MYLA311: Clean Streets LA Homeless Encampment Service Request by Council District May 2019



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Total	Daily Average
Total Pending	536	604	232	576	456	565	242	381	1551	341	464	75	1140	1144	184	8,491	386
Closed in May	167	239	65	191	198	248	98	133	250	171	292	15	195	173	62	2,497	114
Total	703	843	297	767	654	813	340	514	1,801	512	756	90	1,335	1,317	246	10,988	499

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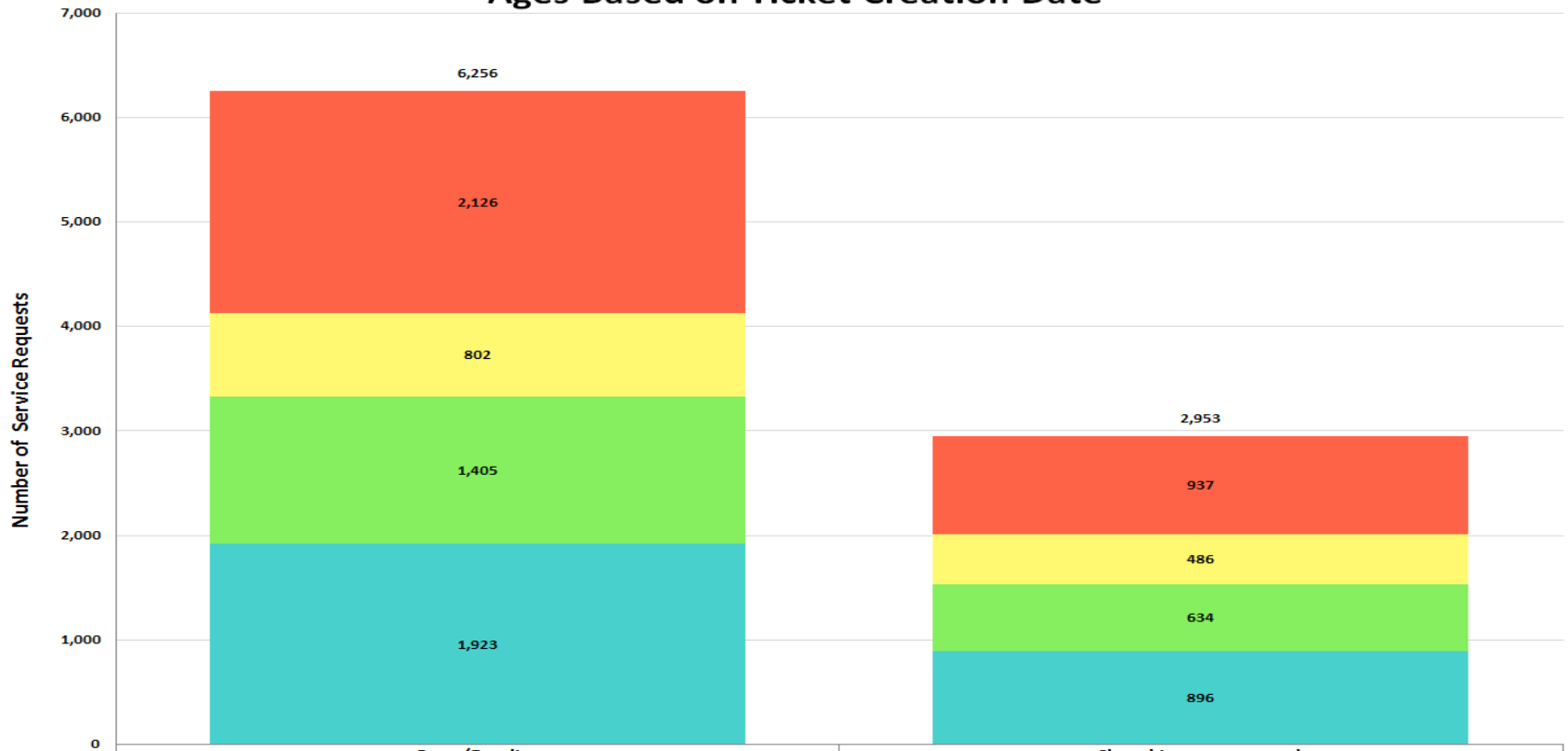
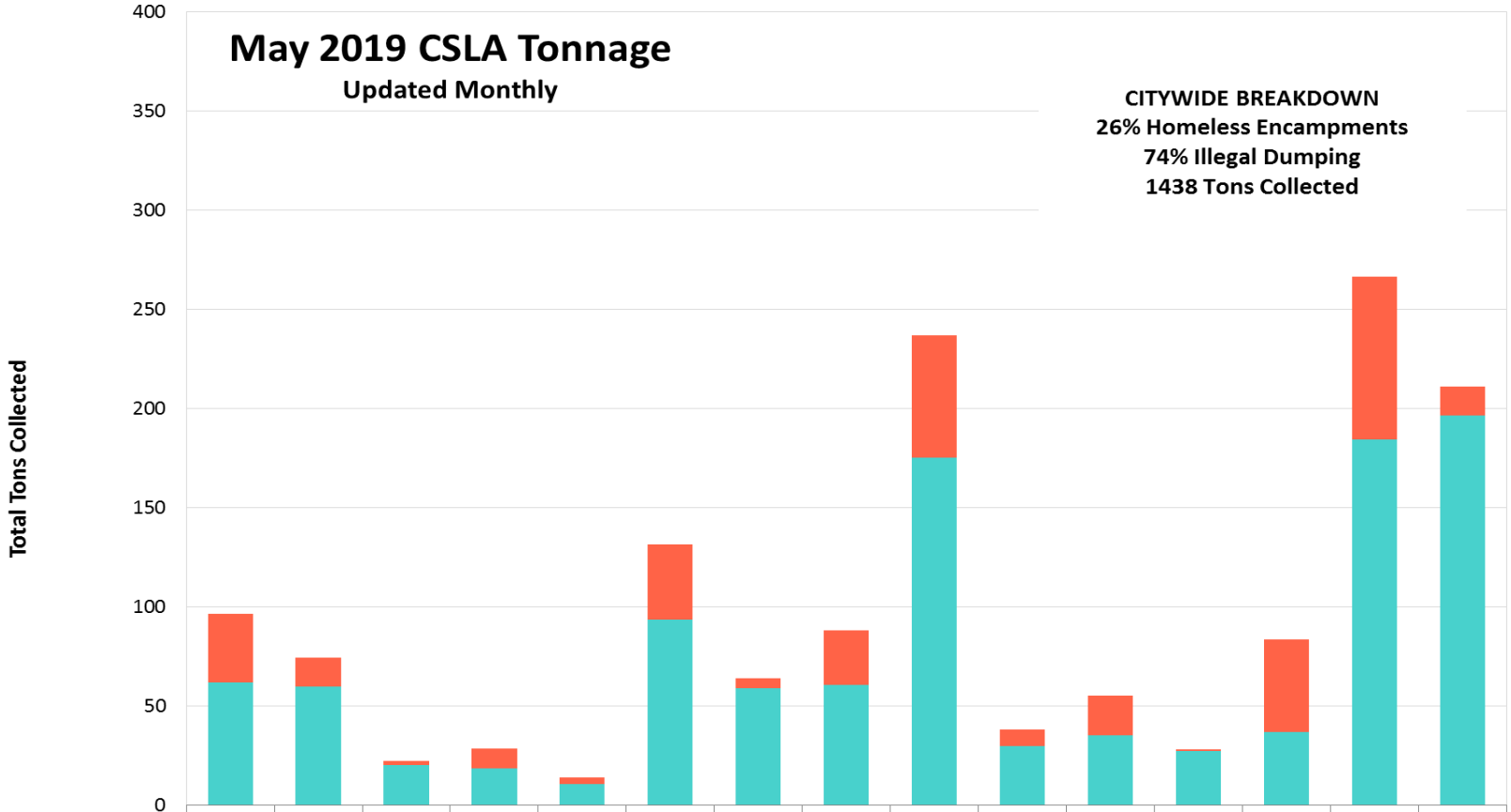
Weekly Snapshot 06/14/19: June CSLA Homeless Encampment Service Request Ages Based on Ticket Creation Date



	Open/Pending	Closed in current month
91+ Days	2,126	937
61-90 Days	802	486
31-60 Days	1,405	634
1-30 Days	1,923	896
Total	6,256	2,953



	CD1	CD2	CD3	CD4	CD5	CD6	CD7	CD8	CD9	CD10	CD11	CD12	CD13	CD14	CD15
Homeless Encampments	34.49	14.59	2.31	10.19	3.22	37.91	4.93	27.50	61.80	8.48	20.13	1.00	46.47	82.30	14.42
Illegal Dumping	61.81	59.90	20.00	18.29	10.75	93.43	59.07	60.49	175.04	29.71	35.22	27.12	36.83	184.24	196.48
Grand Total	96.30	74.49	22.31	28.48	13.97	131.34	64.00	87.99	236.84	38.19	55.35	28.12	83.30	266.54	210.90

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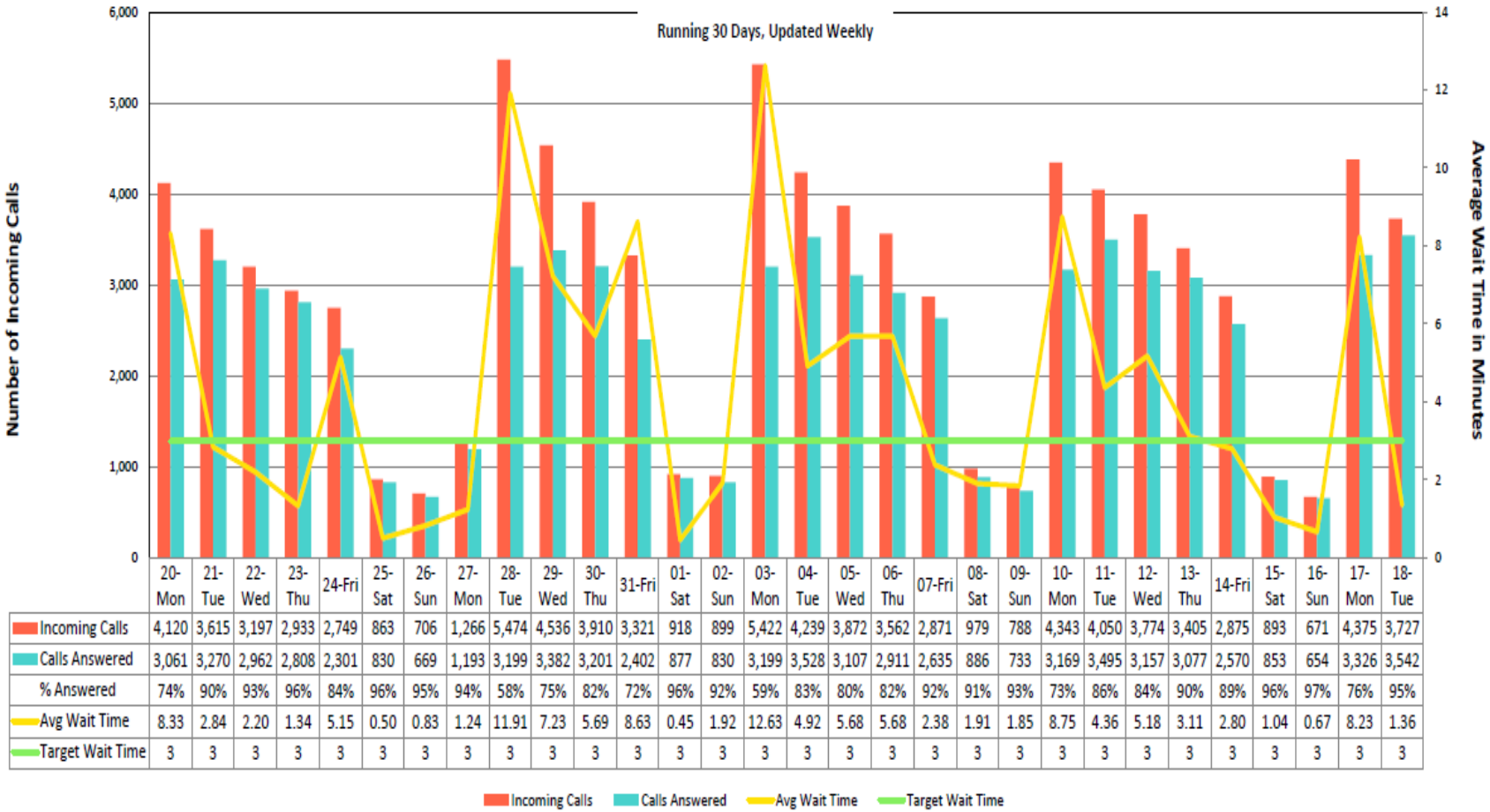
Customer Care Center Call Volume and Wait Times: May 20, 2019 to June 18, 2019



	20-Mon	21-Tue	22-Wed	23-Thu	24-Fri	25-Sat	26-Sun	27-Mon	28-Tue	29-Wed	30-Thu	31-Fri	01-Sat	02-Sun	03-Mon	04-Tue	05-Wed	06-Thu
Incoming Calls	4,120	3,615	3,197	2,933	2,749	863	706	1,266	5,474	4,536	3,910	3,321	918	899	5,422	4,239	3,872	3,562
Calls Answered	3,061	3,270	2,962	2,808	2,301	830	669	1,193	3,199	3,382	3,201	2,402	877	830	3,199	3,528	3,107	2,911
% Answered	74%	90%	93%	96%	84%	96%	95%	94%	58%	75%	82%	72%	96%	92%	59%	83%	80%	82%
Avg Wait Time	8.33	2.84	2.20	1.34	5.15	0.50	0.83	1.24	11.91	7.23	5.69	8.63	0.45	1.92	12.63	4.92	5.68	5.68
Target Wait Time	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3

	07-Fri	08-Sat	09-Sun	10-Mon	11-Tue	12-Wed	13-Thu	14-Fri	15-Sat	16-Sun	17-Mon	18-Tue
Incoming Calls	2,871	979	788	4,343	4,050	3,774	3,405	2,875	893	671	4,375	3,727
Calls Answered	2,635	886	733	3,169	3,495	3,157	3,077	2,570	853	654	3,326	3,542
% Answered	92%	91%	93%	73%	86%	84%	90%	89%	96%	97%	76%	95%
Avg Wait Time	2.38	1.91	1.85	8.75	4.36	5.18	3.11	2.80	1.04	0.67	8.23	1.36
Target Wait Time	3	3	3	3	3	3	3	3	3	3	3	3